


<b>State of Connecticut Influenza Pandemic COOP Training Program</b>	<b>Session #4 Facilitated Session Instructions</b>	
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## **Instructions for the Operations Section Team Leads**

### **Overview**

These instructions are to assist you in completing the worksheets presented in COOP Training Session Four, which are being issued in editable format in conjunction with these instructions (reference "Session Four Follow Up – Editable Forms.doc").

As Operations Section Team Lead, please complete this set of forms for all the Function / Services / Processes in your area of responsibility. Together they will document the various strategies you have selected and will implement to ensure that your Agency is able to meet its stated influenza pandemic continuity mission. Upon completion, review these worksheets with your Operations Section Chief and then submit them to your Planning Section Chief for incorporation in your Agency's Influenza Pandemic COOP document. These will be placed in your team's Continuity Plan Chapter.

In the following these instructions, where you have sub-divided a Function / Service into discrete Processes, use the Process level when completing these forms. Always use the lowest level.


### **Planning Assumption Worksheet**

This worksheet is intended to capture basic assumptions made in developing your Continuity of Operations strategies for your critical functions and services and/or their vital sub-processes.

1. Assign the assumptions numbers in rising numeric sequence
2. Briefly describe your planning assumption

#### **EXAMPLES:**

- *Infrastructure services (power, telephone, etc.) will be available; our physical plant will be useable*
- *We will relocate staff from one location to another, as needed*
- *We will ask staff to work above their normal job class, as needed*

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- *We will operate on a shift basis, as needed*
- *Our unions will support our efforts to sustain our mission critical functions and services*
- *We will suspend the operation of low priority functions, as needed*
- *We are not dependent on a single supplier (if true)*
- *Our contracted service providers have adequate influenza pandemic COOP programs (if true)*
- *For social distancing, optional travel will be suspended and meetings will be held via conference bridge*
- *Etc.*


### **Strategy Identification Worksheet**

The Strategy should be a high level description of “what” will be done to enable you to continue the Function / Service / Process at required levels during an influenza pandemic. Later tactical implementation steps will be documented to describe the “how”.

1. List the Short Name for the Strategy
2. Provide a brief description of the Strategy

#### **SHORT NAME EXAMPLES:**

- *Diversify supply base*
- *Require service provider COOP*
- *Stockpile critical supplies*
- *Release ambulatory patients*
- *Work at home*
- *Backfill using Agency staff*
- *Backfill using staff from other Agencies*
- *Backfill using retirees*
- *Backfill by hiring temporary staff*
- *Backfill by hiring new staff*

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- *Extend renewal dates*
- *Suspend Operation*

## Strategy Implementation Worksheet (COOP PREPARATION PHASE: Work Plan - Part A)

Break down the Strategy described in the previous worksheet into the steps that need to be taken in order to make the Strategy executable. These steps are part of the COOP Preparation Phase activity.

1. Enter the Strategy Number from the previous worksheet (Strategy Identification Worksheet).
2. Enter the Strategy Short Name from the previous worksheet (Strategy Identification Worksheet)
3. Document the individual steps that are necessary to make the Strategy executable.


EXAMPLE: For Strategy “Work at Home”

- Identify staff members to work from home
- Get specific address / installation information
- Contact DOIT to arrange “at home” technology
- Seek funding for “at home” technology installation
- Contract for “at home” technology
- Set-up “at home” validation tests for all identified employees

## Strategy Supporting Elements Worksheet (COOP PREPARATION PHASE: Work Plan - Part B)

Document the resources that you will need for each of the Implementation Steps from the previous worksheet (Strategy Implementation Worksheet).

1. Enter the Strategy ID from the first worksheet (Strategy Identification Worksheet).

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2. Enter the Strategy Short Name from the first worksheet (Strategy Identification Worksheet).
3. Document the Supporting Elements necessary for each of the Implementation Tasks for the Strategy.

#### EXAMPLES:

- Virtual Private Network (VPN) for secured access to the State intranet
- Calling Card for long distance calls from home
- Desktop computer equipment, with printer / fax device

### Implementation Dependencies Worksheet

#### (COOP PREPARATION PHASE: Work Plan - Part C)

Identifies the interactions between other groups within your Agency, other State Agencies, and external organizations (i.e., vendors, other states, Federal Government, etc.)


1. Enter the Strategy ID from the first worksheet (Strategy Identification Worksheet).
2. Enter the Strategy Short Name from the first worksheet (Strategy Identification Worksheet).
3. Document the type of dependency that is required for the strategy implementation tasks to work.
4. Identify the source or sources of the dependency.

#### EXAMPLES:

- "At home" work technologies – DoIT
- Funding approval – OPM
- "Fast Path" Acquisition Procedure - DAS

### Function / Service / Process to Strategy Mapping Worksheet

Here the business function (process) / service are mapped to the strategies previously described.

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1. Enter the Location this form addresses.
2. Enter the Division or Section this form addresses.
3. From your Function / Service and Process documentation developed in previous workshops, enter the Function / Service (or Process if you broke the business function down to that level).
4. Enter the Priority for the Business / Service or Process named.
5. Enter the Rank for that Business / Service or Process named.
6. From your Strategy Identification Worksheet, enter the ID (i.e., "A", "B", etc.) for the Primary Strategy. You may include more than one strategy, as appropriate. It is recommended that you use a separate row for each strategy, listing them in priority order.
7. In the last column you may add the Strategy Short Name.

### **Execution Process Worksheet (COOP RESPONSE PHASE)**

Here you will describe the "when" a strategy will be implemented. Triggers are those events that will cause you to execute the strategies outlined in your COOP plan.

1. Identify the potential trigger that will cause you to do something (i.e., excessive absenteeism, Governor activates all plans, etc.)
2. Enter the business functions / services that are affected
3. Enter the Strategy Short Name from the first worksheet.


#### **EXAMPLES:**

- 30 % Absentee Rate / All Priority 4 and 5 Functions and Services / Strategy ID # / Suspend Operation
- Governor's declaration of a State-wide Health Crisis / List of client facing services of low priority / Strategy ID # / Revert to US Mail for information interchange
- Below Critical Mass Staffing / Any Priority 1 or 2 Function / Strategy ID # / Backfill from Agency Staff

<p><b>State of Connecticut Influenza Pandemic COOP Training Program</b></p>	<p><b>PLANNING ASSUMPTIONS</b></p>	
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**PLANNING ASSUMPTIONS MADE IN DEVELOPING THIS  
INFLUENZA PANDEMIC CONTINUITY OF OPERATIONS PLAN.**

Assumption #	Planning Assumption Description
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

<b>State of Connecticut Influenza Pandemic COOP Training Program</b>	<b>Function / Service / Process Pandemic Influenza MITIGATIONS STRATEGIES</b>	
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Strategy Identification Worksheet


Strategy ID	Strategy Short Name	Strategy Description
A		
B		
C		
D		
E		
F		
G		

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**Strategy Implementation Worksheet**

Strategy ID:	Strategy Short Name:	
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Task #	Implementation Steps
1	
2	
3	
4	
5	
6	

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Strategy Resource Requirements Worksheet

Strategy ID:	Strategy Short Name:
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Task #	Resource Requirements
1	
2	
3	
4	
5	
6	


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Implementation Dependencies Worksheet

Strategy ID:		Strategy Short Name:	
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Task #.	Dependencies Description	Source(s)
1		
2		
3		
4		
5		
6		



<b>State of Connecticut</b> <b>Influenza Pandemic</b> <b>COOP Training</b> <b>Program</b>	<b>STRATEGY EXECUTION: RESPONSE PHASE</b>  <b>Activation Triggers and Thresholds</b>	
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Execution Process Description Worksheet

Trigger #	Trigger Description	Strategy ID	Strategy Short Name	Target Function / Service / Process (by Location, Div/Section, Rank)
1.				
2.				
3.				
4.				
5.				
6.				
7.				